



Safety First



Electric Service and Meter Manual

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Where to obtain information

Please contact our website <https://apps.aesindiana.com/goldbook/> for the most current AES Indiana Electric Service and Meter Manual (Gold Book). To be automatically notified of the latest revision, please send a blank e-mail to charlie.eldridge@aes.com with "GOLDBOOK CHANGES" and YOUR NAME in the subject line.

The "Gold Book" is in an Adobe Acrobat Reader (pdf) format, click on link [Free Adobe Acrobat Reader](#) for a free software download.

Contact information by subject

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Line Clearing (tree trimming)	(317) 261- 8128
Power Quality (call the Power Outage Number)	(317) 261-8111
Real Estate Department (easements)	(317) 261-8552
Transmission Line Engineering	(317) 508-6575
Wrecking / Removal	(317) 261-2700, (317) 630-5623 Fax aesindianaserviceconnect@aes.com

Mailing address

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Office addresses:
Main Office, Electric Building - One Monument Circle
Customer Service Center - 2102 N. Illinois Street
Arlington Service Center - 3600 North Arlington Avenue
Morris Street Service Center - 1230 West Morris Street

All metering equipment is available at the Arlington Service Center

Section 515, continued

- E. The attachment of external metering cabinets and/or cabling to the Meter Center shall not be permitted.
- F. Single phase and/or three phase meter centers and service equipment (commonly known as a meter/main) are permitted if provided, installed, and maintained by the customer. Unmetered service cable shall be separated from the customer's service equipment or overcurrent devices by a factory installed barrier.
- G. Meter centers for three phase 120/208 or 120/240 volt are limited to 225A maximum per position.
- H. All meter centers shall be located on the outside ground floor of the structure in an accessible location if the building is equal to or less than eight stories. If the building is nine or more stories, the meters may be installed on every 3rd floor in a designated room. The door into the room shall have warning signs "Danger High Voltage" and "Authorized Personnel Only". Inside, the door shall have listed panic hardware and open in the direction of egress plus an exit sign installed above the egress door. This room shall be at least 7 feet wide. Provisions shall be made for the use of a company key for access, keyless entry is not acceptable. Additionally, a 3/4" conduit sleeve shall be provided to the outside of the building for the installation of an outside antenna for remote metering. This conduit sleeve shall be sealed against the weather by the customer. See Section 520 and 560R for more information. If a vertical stack of four meters is used (five if permitted), the bottom of the meter center shall be located 24 inches above final grade. All other meter centers metering shall be installed at the height of not more than 6 feet nor less than 5 feet above final grade, measured to the top of the meter center metering equipment. Where the presence of metering equipment on the structure is objectionable, meter centers may be located on a customer-owned and installed meter support, approved by the Meter Department.

Single phase or three phase meter centers located outside of the downtown underground networked service area shall have a disconnecting means located on the load side of each meter position. Meter centers with seven or more disconnecting means are required to have a main disconnecting means for the entire meter center. Metal stamped or hard plastic engraved tag identifying building address shall be added above or below each disconnect.

A clear and level working space of at least 4 feet shall be maintained in front of the face of the meters. Safe and ready access to this area or room shall be provided.

Section 515, continued

- I. All initial connections in a meter center shall be made by the customer.
- J. Each individual meter fitting in all multiple meter installations shall be correctly identified by a metal stamped or hard plastic engraved tag which indicates the building address and type of service to be served by each meter. Markings with pencil, crayon, paper tags, etc. will not be acceptable. Insofar as practical, it is preferable in multi-family dwellings that the numbering arrangement be in an orderly sequence in each group. Multi-meter installations not identified will not be connected. The Company will install and bill meters in multiple installations according to markings supplied by the electrical contractor and under no circumstances will assume responsibility for errors which are the result of incorrectly identified meter fittings. It is imperative that if any changes are made to the positions of meters that the meter bases be reidentified. Any deviations from this section will require meter department approval prior to marking.



Example of correct tags

517 Meter centers in the downtown underground networked service area

- A. All meter centers shall be located on the outside ground floor of the structure in an accessible location if the building is equal to or less than eight stories. If the building is nine or more stories, the meters may be installed on every 3rd floor in an area agreeable to the Meter Department. Provisions shall be made for the use of a company key for access, keyless entry is not acceptable. Additionally, a 3/4" conduit sleeve shall be provided to the outside of the building for the installation of an outside antenna for remote metering. This conduit sleeve shall be sealed against the weather by the customer. See Section 520 and 560R for more information.
- B. Residential meter centers, 120/208, 3-wire, single phase fed from commercial three phase 120/208 volt, four wire, wye source shall have ring-less covers with a bypass lever. A 5th jaw shall be installed at the 9:00 position and connected to the neutral by the customer. Individual meters shall be balanced across the three phases and neutral with a maximum of 200 amps per position. 120/240 volt single phase meter centers shall not be permitted to connect to 120/208 volt three phase services.
- C. Three phase meter positions at 120/208 or 120/240 volt shall have ring-less covers and bypass levers with a maximum rating of 225 amps per position.
- D. Single phase or three phase meter centers shall have a disconnecting means for the entire meter center and additionally a disconnecting means shall be located on the line side of each meter position.

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- E. All initial connections in a meter center shall be made by the customer.
- F. Single phase and/or three phase meter centers and service equipment (commonly known as a meter/main) are permitted if provided, installed, and maintained by the customer. Unmetered service cable shall be separated from the customer's service equipment or overcurrent devices by a factory installed barrier.
- G. Each individual meter fitting in all multiple meter installations shall be correctly identified by a metal stamped or hard plastic engraved tag which indicates the building address and type of service to be served by each meter. Markings with pencils, crayons, paper tags, etc. will not be acceptable. Insofar as practical, it is preferable in multi-family dwellings that the numbering arrangement be in an orderly sequence in each group. Multi-meter installations not identified will not be connected. The Company will install and bill meters in multiple installations according to markings supplied by the electrical contractor and under no circumstances will assume responsibility for errors which are the result of incorrectly identified meter fittings. It is imperative that if any changes are made to the positions of meters that the meter bases be reidentified. Any deviations from this section will require meter department approval prior to marking.